

<010>	Study Area Code	462210
<015>	Study Area Name	WILLARD TEL CO
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Aimee Dollerschell
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9702284571 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	willardtelephonecompany@gmail.com

ANNUAL REPORTING FOR ALL CARRIERS		56.315 Completion Required	54.422 Completion Required
		(check box when complete)	
<100>	Service Quality Improvement Reporting (complete attached worksheet)	4	
<200>	Outage Reporting (voice) (complete attached worksheet)	4	4
<210>	4 <- check box if no outages to report	4	
<300>	Unfulfilled Service Requests (voice) 0		
<310>	Detail on Attempts (voice) (attach descriptive document)		
<320>	Unfulfilled Service Requests (broadband) 0	4	
<330>	Detail on Attempts (broadband) (attach descriptive document)		
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed 0.0	4	4
<420>	Mobile 0.0		
<430>	Number of Complaints per 1,000 customers (broadband)	4	
<440>	Fixed 0.0		
<450>	Mobile 0.0		
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	4	4
<510>	Willard Telephone Company Service Quality Standards & Consumer Protection Rules.pdf (attach descriptive document)	4	4
<600>	Functionality in Emergency Situations (check to indicate certification)	4	4
<610>	Willard Telephone Company Functionality in Emergency Situations.pdf (attach descriptive document)	4	4
<700>	Company Price Offerings (voice) (complete attached worksheet)	4	
<710>	Company Price Offerings (broadband) (complete attached worksheet)	4	4
<800>	Operating Companies and Affiliates (complete attached worksheet)	4	
<900>	Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)		
<1000>	Voice Services Rate Comparability (check to indicate certification)		
<1010>	(attach descriptive document)		
<1100>	Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	4	
<1110>	(complete attached worksheet)	4	
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)		4
<b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b>			
<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers (check to indicate certification)		
<2005>	(complete attached worksheet)		
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>			
<3000>	(check to indicate certification)		
<3005>	(complete attached worksheet)	4	

**(100) Service Quality Improvement Reporting  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	462210
<015> Study Area Name	WILLARD TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Aimee Dollerachell
<035> Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Copy of 5-Year Build-Out Plan\_2014 Template.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets

<114> Report how much universal service (USF) support was received

<115> How (USF) was used to improve service quality

<116> How (USF) was used to improve service coverage

<117> How (USF) was used to improve service capacity

<118> Provide an explanation of network improvement targets not met in the prior calendar year.


<010>	Study Area Code	462210
<015>	Study Area Name	WILLARD TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Aimee Dollerschell
<035>	Contact Telephone Number - Number of person identified in data line <030>	9702264571 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

[illegible]

<701>	Residential Local Service Charge Effective Date
<702>	Single State-wide Residential Local Service Charge

1/1/2014
16.27

703

[illegible]

<010>	Study Area Code	462210
<015>	Study Area Name	WILLARD TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Almoe Dellerschell
<035>	Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<036>	Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

[illegible]

810	Reporting Carrier	Willard Telephone Company
811	Holding Company	
812	Operating Company	

[illegible]

**(908) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0810

July 2013

<010> Study Area Code 462210  
 <015> Study Area Name WILLARD TEL CO  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Aimee Dollerschell  
 <035> Contact Telephone Number - Number of person identified in data line <030> 9702284571 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> willardtelephonecompany@gmail.com

 <910> Tribal Land(s) on which ETC Serves
 

 <920> Tribal Government Engagement Obligation
 

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes  
 to confirm the status described on the attached document(s), on line 920,  
 demonstrates coordination with the Tribal government pursuant to  
 § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/CMB Control No. 3060-0919  
 July 2013

<010>	Study Area Code	462210
<015>	Study Area Name	WILLARD TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Aimee Dollerachell
<035>	Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

Please check this box to confirm no terrestrial backhaul  
 options exist within the supported area pursuant to § 54.313(G)



Please check this box to confirm the reporting carrier offers  
 broadband service of at least 1 Mbps downstream and 256 kbps  
 upstream within the supported area pursuant to § 54.313(G)



**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3050-0046/OMB Control No. 3080-0819  
 July 2013

<010>	Study Area Code	462210
<015>	Study Area Name	WILLARD TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Almee Polierschell
<035>	Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP [cdn.colorado.gov/cs/satellite/dora-puc/obon/dora/1251633148504](http://cdn.colorado.gov/cs/satellite/dora-puc/obon/dora/1251633148504)

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 483

OMB Control No. 3060-0085/CMB-Control No. 3080-0019

July 2013

<010> Study Area Code 462210  
 <015> Study Area Name WILLARD TEL CO  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Aimee Dollerschell  
 <035> Contact Telephone Number - Number of person identified in data line <030> 9702284571 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> willardtelephonecompany@gmail.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting  
 <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))  
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

☐  
☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))  
 <2012> 2013 Frozen Support Certification  
 <2013> 2014 Frozen Support Certification  
 <2014> 2015 Frozen Support Certification  
 <2015> 2016 and future Frozen Support Certification

☐  
☐  
☐  
☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))  
 <2016> Certification Support Used to Build Broadband

☐

Connect America Phase II Reporting (47 CFR § 54.313(e))  
 <2017> 3rd year Broadband Service Certification  
 <2018> 5th year Broadband Service Certification  
 <2019> Interim Progress Certification

☐  
☐  
☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3006) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3080-0086/OMB Control No. 3080-0070  
July 2012

<010> Study Area Code 462210  
<015> Study Area Name WILLARD TEL CO  
<020> Program Year 2015  
<030> Contact Name - Person USAC should contact regarding this data Aimee Delligerscheil  
<035> Contact Telephone Number - Number of person identified in data line <030> 9702284571 ext.  
<039> Contact Email Address - Email Address of person identified in data line <030> willardtelephonecompany@gmail.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  
(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ (Yes) ☒ (No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☒ ☒

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☒

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Willard 2013 Financials 001.pdf

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 483 OMB Control No. 3060-0086/OMB Control No. 3080-0010 July 2013
---	--

<010> Study Area Code	462210
<015> Study Area Name	WILLARD TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Aimee Dollerscheil
<035> Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WILLARD TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE
Printed name of Authorized Officer:	Carrie Klem
Title or position of Authorized Officer:	Manager
Telephone number of Authorized Officer:	9702284571 ext.
Study Area Code of Reporting Carrier:	462210
Filing Due Date for this form:	06/30/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 509(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	462210
<015> Study Area Name	WILLARD TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Aimee Dollerschell
<035> Contact Telephone Number - Number of person identified in data line <030>	9702284571 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	willardtelephonecompany@gmail.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or U Recipients on Behalf of Reporting Carrier	
I, _____, certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	Date:
Signature of Authorized Officer:	
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	Filing Due Date for this form:
Study Area Code of Reporting Carrier:	
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or U Recipients on Behalf of Reporting Carrier	
I, _____, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	Date:
Signature of Authorized Agent or Employee of Agent:	
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	Filing Due Date for this form:
Study Area Code of Reporting Carrier:	
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Connect America Fund	)	CC Docket No. 10-90
	)	
Lifeline and Link Up Reform and	)	WC Docket No. 11-42
Modernization	)	

**Request of Willard Telephone Company  
For Confidential Treatment**

Pursuant to 47 C.F.R. § 0.459 of the Commission's Rules, Willard Telephone Company requests confidentiality with respect to the submission of the Five-Year Build-Out Plan of Willard Telephone Company in CC Docket No. 10-90 and WC Docket No. 11-42.

The following information is submitted pursuant to 47 C.F.R. § 0.459(b) of the Commission's rules:

- (1) Willard Telephone Company requests that the Company's Five-Year Build-Out Plan and Narrative Description and attached herewith be given confidential treatment.
- (2) The Company's Five-Year Build-Out Plan and Narrative Description are submitted to the Commission pursuant to the *USF/ICC Transformation Order* (November 18, 2011) and 47 C.F.R. §§ 54.202(a)(1)(ii) and 54.313(a)(1).
- (3) Specific details, including financial, contained in the Company's Five-Year Build-Out Plan and Narrative Description are confidential commercial information routinely withheld from public inspection in accordance with 47 C.F.R. § 0.457(d).
- (4) The information contained the Company's Five-Year Build-Out Plan and Narrative Description is of both a financial and competitive nature regarding the provision of telecommunications services. The telecommunications industry is highly competitive.

- (5) The financial and competitive information provided herein is information that would not customarily be released to the public. Due to the competitive environment of the marketplace, release of this information could substantially harm Willard Telephone Company's business and physical infrastructure.
- (6) In order to prevent unauthorized disclosure of the subject information, the attached Five-Year Build-Out Plan and Narrative Description are being filed via express delivery service.
- (7) The subject information is not available to the public or any third parties.
- (8) Pursuant to 47 C.F.R. § 0.457(d), the subject material is not routinely available for public inspection and should continue to be withheld from public inspection at any time now or in the future.
- (9) Not applicable.

Respectfully submitted,

By: 

Carrie Klem

Willard Telephone Company

June 24, 2014

***REDACTED - FOR PUBLIC INSPECTION***

**REDACTED**

**[The Five-Year Build-Out Plan and Narrative Description of Willard Telephone Company is redacted in its entirety as Highly Confidential Information]**

Willard Telephone Company

8099 County Road 11

Merino, CO 80741

970-228-4571

Line 510: **Service Quality Standards & Consumer Protection Rules Compliance**

**Service Quality Standards**

The Willard Telephone Company complies with the service quality standards set forth in the following sections of the Colorado Public Utilities Commission(PUC) Rules, 4 Code of Colorado Regulations(CCR) 732-2:

§2334 Construction and Maintenance Practices

§2337 Standard Performance Characteristics for Customer Access Line

§2338 Interexchange Trunk Connections

§2340 Network Call Completion Requirements

**Consumer Protection Rules**

The Willard Telephone Company complies with the following consumer protection rules:

- FCC rules regarding verification of orders for telecommunications service as required of submitting carriers {47 CFR §64.1100}
- CoPUC rule 4 CCR 732-2.2311 Changing Provider/Carrier Presubscription
- The FCC's Truth-in-Billing Requirements {47 CFR §64.2400}
- CoPUC rule 4 CCR 732-2.2304 Customer-Billing Requirements
- All of the requirements of 47 C.F.R. § Part 64 Subpart U, Customer Proprietary Network Information and Federal Trade Commission 16 C.F.R §681, Identity Theft Red Flags

Willard Telephone Company

8099 County Road 11

Merino, CO 80741

970-228-4571

**Line 610: Functionality in Emergency Situations**

The Willard Telephone Company maintains a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. {47 CFR §54.202(a)}

The Willard Telephone Company had made reasonable provisions to meet emergencies resulting from power failures; sudden and prolonged increases in traffic; staff shortages; and fire, storm, and acts of god.{4 CCR 732-2.2335 The Provision of Service During Maintenance or Emergencies}

**Willard Telephone Company  
FCC Form 481**

**Line 1010: Description of Voice Services Rate Comparability**

The company's retail monthly residential local service rate is \$22.77.

LIFELINE ASSISTANCE PROGRAM

COLORADO DIRECT SERVICE PROGRAMS

(D) (N)

CONDITIONS

Lifeline Assistance is a government assistance program developed to reduce rates for primary residential telephone service to qualifying subscribers who receive income-based benefits. The Company participates in this program to increase the availability of telecommunications services to all consumers in its service area.

DESCRIPTION

The Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives a federally subsidized credit toward the monthly cost of basic telephone service.

The Link Up support has been eliminated due to the result of the Lifeline/Link Up Order released by the Federal Communications Commission on February 6, 2012. This order eliminates the Link Up as of April 1, 2012

Eligible customers may obtain Toll Blocking or Limited Toll Blocking free of charge. Toll Blocking is a service that does not allow any toll calls (1+, or 0+). Limited Toll Blocking provides the customer with limited ability to make toll calls by dialing 0+, and using a calling card, credit card, or prepaid calling card. Billed number screening is applied to all lines equipped with Toll Blocking or Limited Toll Blocking. Billed number screening prevents most third party, and collect calls from being charged to the access line.

Eligible customers that elect to take Toll Blocking will not be required to pay a service deposit.

Service will not be disconnected for nonpayment of toll as long as the eligible customer continues to pay the local service charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.

(D) (N)

LIFELINE ASSISTANCE PROGRAM

COLORADO DIRECT SERVICE PROGRAMS (Cont'd)

(D) (N)

UNDERTAKING OF THE COMPANY

The Telephone Company will begin providing the services and Lifeline Assistance Program discounts described in Section 4.1 preceding on the date this tariff is approved or becomes effective by operation of law.

The Telephone Company will waive the Service Order Charges to change to or from the Lifeline Assistance Program due to change in eligibility status.

The Telephone Company will keep accurate records of the revenues they forgo in reducing their customary charges as a result of this program in conformity with 47 CFR §54.403 and §54.411. Pursuant to 47 CFR §54.401(d) the Telephone Company will provide the records to the federal Administrator.

If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of the subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice.

The Company will process all applications and apply the appropriate credit on the customer's monthly bill. A secondary service charge is not applicable for existing customers who subscribe to Lifeline Assistance.

LIMITATIONS

The discounts are applicable only on the end user's principal residence line.

Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

One low income credit is available per household and is applicable to the primary residential connections only.

A Lifeline customer may subscribe to any local service offering available to other residential customers.

(D) (N)

LIFELINE ASSISTANCE PROGRAM

COLORADO DIRECT SERVICE PROGRAMS (Cont'd)

(D)(N)

OBLIGATION OF THE END USER

The end user seeking the Lifeline Assistance Program discounts are responsible for providing acceptable documentation as poof of their eligibility.

The Company will confirm a subscriber's continued eligibility to receive Lifeline service on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline service. Upon a determination of ineligibility, the credit will be discontinued on the bill if the customer fails to provide proof of eligibility within thirty (30) days following written notification to the customer.

(A) To constitute a qualifying low-income customer eligible to receive Lifeline services, a customer must meet the requirements set forth in either paragraph 1 or 2 below:

1. A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;

(a) For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, work's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

(b) A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians.

(D)(N)

LIFELINE ASSISTANCE PROGRAM

COLORADO DIRECT SERVICE PROGRAMS (Cont'd)

(N)

OBLIGATION OF THE END USER (Cont'd)

2. Lifeline Assistance is also available to all residential customers who participate in any of the following low income assistance programs. A subscriber will also be considered to be eligible even if he does not personally participate in any of the following programs, so long as an individual who lives in his household, and for whom he is financially responsible, does participate in at least one of these programs.
  - (a) Supplemental Security Income (SSI)
  - (b) Supplemental Nutrition Assistance Program (SNAP)
  - (c) Medicaid
  - (d) Federal Public Housing Assistance/Section 8
  - (e) Low Income Home Energy Assistance Program (LIHEAP)
  - (f) Temporary Assistance to Needy Families (TANF)
  - (g) National School Lunch Program's Free Lunch Program
3. In addition to meeting the qualifications provided in paragraph 1 or 2 of this section, in order to constitute a qualifying low-income customer, a customer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service.

RATES

Rates for qualifying Lifeline customers are specified on Sheet No. 20 preceding.

Lifeline Assistance Surcharge  
Per Access Line \$0.00

(N)

***REDACTED - FOR PUBLIC INSPECTION***

**REDACTED**

**[The Financial Report of Willard Telephone Company is redacted in its entirety as Highly Confidential Information]**